

Inna Postemska

Place of birth: Ukraine

Date of birth: 05.12.1995

Place of residence in the USA: Chicago, IL

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Career Summary:

Universal Member Service representative at Selfreliance FCU, Chicago, US

2024 July – 2026 June

- Identified our Members' financial needs and recommended appropriate credit union products and services.
- Opened and serviced all consumer and business accounts.
- Assisted members with a wide range of financial transactions, including teller transactions, member service issues, account maintenance, wire transfers, consumer loans, credit and debit card services, and other operational duties assigned by the Branch Manager.

Front desk host at Hyatt Place, Chicago/ O'Hare Airport, Chicago, USA

2024 February – now (part time)

- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Inform customers about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay).
- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates and amenities.
- Respond to clients' complaints in a timely and professional manner.
- Liaise with housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests.
- Upsell additional facilities and services, when appropriate.
- Maintain updated records of bookings and payments.

Primary school teacher at the primary school Diamant, the Hague, Netherlands

2022 November – 2024 January

- Taught maths in Dutch and Ukrainian classes to students of the age (7-9).
- Developed lesson plans that were engaging for the students and aligned with state standards.
- Collaborated with parents on their child's progress by providing regular feedback about student performance and attendance at conferences or email/phone calls when necessary.

Sales office manager at the SNACK PRODUCTION Company (snackproduction.com.ua), Vinnytsia, Ukraine.

2021 August – 2022 July

- Worked in Excel, 1C and electronic document management system.
- Monitored and answered the requests from the central department of the company and sent official notes in the electronic document management system.
- Arranged documents for the quarterly and annual financial reporting package.
- Collected, analyzed and managed quantitative data, created meaningful reports to lead business improvement.
- Prepared approximately 1000 daily reports, sending them to director daily.

Assistant of the Department of German Philology at Vinnytsia Mykhailo Kotsiubynsky State Pedagogical University (vspu.edu.ua), Vinnytsia, Ukraine.

2019 February – 2021 July

- Taught German language classes to more than 400 students of levels (A1-B1).
- Developed lesson plans that were engaging for the students and aligned with state standards.
- Assisted in developing a school-wide curriculum for teaching foreign languages and assisted other teachers.
- Collaborated with parents on their child's progress by providing regular feedback about student performance and attendance at conferences or email/phone calls when necessary.
- Implemented a variety of teaching methods to accommodate different learning styles; which resulted in increased student engagement and improved grades.
- Assessed students' progress by administering weekly quizzes and tests that were graded for accuracy and consistency.
- Attended different webinars, seminars and training courses to learn about student motivation and engaging learning activities.

Waitress, receptionist at «Strandhotel Plau am See», Plau am See, Germany.

2018 June – August

As a receptionist:

- Greeted and registered guests.
- Assigned rooms to guests.
- Answered phone calls and in-person inquiries.
- Processed guests' check ins and outs while providing excellent customer service.
- Handled and resolved customer complaints and/or issues.
- Improved front-desk efficiencies while providing positive customer service.

As a waitress:

- Invited customers into the restaurant in a friendly manner and led them to the appropriate tables.
- Instructed guests on menu specials, took food and beverage orders, and answered any questions which may have arisen.
- Paid close attention to dietary and allergic restrictions and remained clean and hygienic throughout all shifts.

English, German Tutor, Vinnytsia, Ukraine.

2015 – 2022

- Provided optimal studying for children aged 4-12 years old (English, German) and for adults aged 18-20 years (German).
- Created and implemented lesson plans based on child-led interests and curiosities.
- Created and fostered positive relationships with parents and family members of students.

Education:

2017 – 2018 Master diploma. Vinnytsia Mykhailo Kotsiubynsky State Pedagogical University. Specialization: 035 Philology (Germanic Languages and Literatures (including Translation)) (German, English).

2013 – 2017 Bachelor diploma. Vinnytsia Mykhailo Kotsiubynsky State Pedagogical University. Specialization: 6.020303 Philology* Language and literature (German). 2002-2013 School.

Skills:

- Adaptability
- Communication
- Flexibility
- Intermediate user of MS Office (Excel, Power Point, Word)
- Dutch A2, English B1, German B2, Russian (freely), Ukrainian